Feedback from System Efficiency Workshop

FAA/Industry Challenger Session

November 30, 1999

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What's going well?

- Partnership / Collaboration
  - FAA Management Team / Access
  - RTCA consensus especially valuable
  - GA Coalition, COMSTAC

What's going well?

- Operations / Modernization
  - Free Flight Phase 1
  - Safe Flight 21
  - Y2K
  - New Policy for Command Center
  - Space licensing
  - DSR
  - HOCSR
  - AIP End of Year

What's not working?

- Appropriations/Reauthorization / Budget Breakdown

  – Constrained resources equals
    slow progress   AND/OR   reduced capacity

  – Do more to educate Congress

  – Don't always use appropriations as an excuse
    (can sometimes re-prioritize)

What's not working (cont.)

- Management issues
  - Political interference
  - Diffused responsibility & accountability
  - Listen to your employees but don't be led from the bottom
  - Unions perceived to have too much influence over technology decisions
  - Reluctance to change remains an FAA characteristic

What's not working (cont.)

- Lack of systems approach and lack of standardization
  - Regulatory approach: Inconsistencies between FSDOs
  - Technology choices and selections

Major Themes:

"It's a massive job in an unforgiving environment."

Major Themes

- FAA should become more like a business to build credibility.
  - Business plan to accelerate modernization
  - Metrics / Cost Accounting
  - Accountability
  - Motivate by Incentives
    Reward Creativity
  - Lessons learned applied: FFP1, Y2K
  - Enable change management at all levels

Major Themes

- Partnerships and Consensus Building
  - Involve Partners in Timelines and Priorities
  - Expand from Planning to Implementation
  - Plan for Summer 2000
  - Communicate Business Plan and Priorities
  - A System-Wide Approach to Airport and Airspace Design
  - Provide Environmental Leadership